



**Tailored care for every need,
supporting independence at home**



Our Philosophy of Care

At Tiggo Care, we believe home is where everyone feels most comfortable. That's why we focus on delivering bespoke care that allows you, or your loved one, to stay independent and within the familiar surroundings of their own home.

Every person is unique. Your needs, routines, and preferences matter, so we involve you and your family in shaping a care package that feels right and maximises quality of life, while respecting your choices.

Our approach is built on trust, respect, and compassion. You'll always feel listened to, supported, and in control of decisions about your care.

Choosing Tiggo Care means choosing a partner who values your happiness as much as your wellbeing. Together, we create meaningful connections that make life at home safer, brighter, and more enjoyable.

We're An Award Winning Care Agency...



Our Values

Our values shape everything we do. They guide how we support you and reassure your family that you're always in safe hands.



Excellence

We deliver care of the highest quality. Your needs are carefully assessed, your package thoughtfully designed, and our trained staff ensure it's delivered with attention to detail.



Open

Arranging care can feel overwhelming. We are here to make the process simple, answer your questions, and listen to your concerns. We welcome feedback so we can continuously review and improve.



Innovative

We are committed to delivering care to the highest possible standard, and so we strive to ensure that our services use the best technology available.



Fun

Life is richer when we share joy. Whether you're a client or part of our team, we believe in making memories, connecting with others, and enjoying every moment.

About Tiggo Care

A Leading Home Care Agency in London

We are dedicated to maximising quality of life – whether that means light support with daily tasks, or more complex care alongside GPs, district nurses, and medical specialists. Whatever your needs, our care always respects your dignity, independence, and preferences.

Our Mission

Our mission is simple: to provide exceptional bespoke care to adults across London, enabling them to live independent and happy lives at home.

We're Fully Regulated

Tiggo Care is fully regulated by the **Care Quality Commission (CQC)**. We're inspected to ensure we are safe, effective, caring, responsive, and well-led.

We're also proud members of the **Homecare Association**, the UK's leading membership body for home care providers, which sets strict codes of practice.



Homecare Association

Inspected and rated by



“ The service provided was extremely professional at the same time friendly and caring. I would highly recommend this company. ”

Client

Our Founder Story

At Tiggo Care, our philosophy is rooted in lived experience. Chris Williams, our Founder and Managing Director, grew up surrounded by the challenges of poor health at home. Both of his parents lived with serious long-term conditions, making hospital visits and post-operative recoveries a part of daily life.

After losing his father to a rare kidney disease, Chris cared for his mother, who developed trigeminal neuralgia. This rare and painful condition often left her unable to talk, eat, or leave the house. As her primary carer, he saw firsthand how difficult it was to find reliable support that truly understood her needs.

That experience inspired Chris to create Tiggo Care. With a background in Human Sciences and Epidemiology from Oxford University, and a career in healthcare, he combined knowledge and personal insight to build a service centred on bespoke care, choice, and dignity for families across London.



“ Tiggo Care was born out of my personal experiences when I struggled to find suitable care for my parents. I wanted to create a service that truly listens, understands, and adapts to people’s needs — no matter how complex or unique they may be. ”

Chris Williams, Founder and Managing Director

Companionship, Personal Assistance & Domiciliary Care Visits

Support That Fits Around Your Life

Sometimes you only need a little extra help at home. With Tiggo Care, you can arrange visits as often as you wish — from a few hours a week to several visits per day. Our care assistants arrive at agreed times to make life easier and more enjoyable.

Companionship When You Need It

Our care assistants bring company and encouragement, whether that’s playing games, helping with hobbies, or joining you on a walk. Having someone there makes each day feel brighter.

Personal Assistance for Everyday Living

We provide hands-on help with daily tasks, always delivered with dignity and respect for your independence. This may include:

- Light housekeeping and laundry
- Meal preparation and cooking
- Support with personal routines
- Escorting you to appointments or social events

Flexible Care That Adapts With You

Your needs may change after illness, surgery, or with age. With Tiggo Care, your plan adapts with you, so you stay safe, supported, and confident at home.



“ Tiggo Care has helped my mother immensely. She is a full-time carer for my father who is elderly, frail and has Alzheimer’s. We needed emergency care and they were swift in their response and took charge from the beginning, which is exactly what we needed. ”

Daughter of client

Live-in Care

Continuous Support in the Comfort of Home

When your loved one needs ongoing support, live-in care offers the perfect balance of safety, comfort, and independence. With Tiggo Care, a trained care assistant lives in your loved one's home to provide one-to-one support, ensuring they are never without help.

Live-in care helps your loved one maintain familiar routines and surroundings, avoiding the disruption of a care home. It provides practical and emotional support that keeps family life centred where it belongs — at home.



Personalised Care Every Day

We understand how unique your loved one is. That's why we design every live-in care package around their unique needs and preferences. This might mean:

- Support with personal care routines
- Help with medication
- Assistance with meals and housekeeping
- Emotional support and companionship
- Escorting to appointments, outings, or social events

“ Following a knee replacement I engaged a live in carer from Tiggo for one month. The carer was very competent and caring. One of the most important aspects of this operation is the exercise program. My carer was diligent in helping me to do the exercise program. Personal care was carried out in a very sensitive and respectful way. I have already recommended Tiggo to several people. If I need care in the future I will definitely use this agency again. ”

Client

Familiarity and Continuity

One of the greatest benefits of live-in care is continuity. A care assistant may live with your loved one for several weeks, allowing them to build a strong relationship. This consistency creates trust, friendship, and stability.

Independence Without Compromise

Live-in care is often less disruptive than moving to a residential setting. It allows your loved one to:

- Stay close to friends, neighbours, and their local community
- Keep treasured pets and possessions nearby
- Follow their own routines and hobbies
- Enjoy the security of home while receiving practical and emotional support

Respectful and Balanced Support

We understand that having someone live in your home can feel daunting, which is why our care assistants are trained to strike the right balance. They give space when it is wanted and support when it is needed, making the arrangement natural and reassuring, but never intrusive.

“ My present carer is so nice and does all that I ask of her, she turns her hand to any task and is very good with my husband who has Alzheimer's. I totally trust her to look after him in my absence. ”

Wife of client

Night Care

Reassurance Throughout the Night

We provide trained care assistants who stay with your loved one overnight, ready to offer support whenever it is needed. This means you can relax, knowing someone is always there to keep them safe, comfortable, and reassured.

Two Types of Night Care

Every person's needs are different, which is why we offer two flexible options:

Waking Night Care

A care assistant remains awake all night, keeping a close eye on your loved one. They provide active support whenever required — whether it's helping them move safely, monitoring health concerns, or simply offering comfort during restless hours.

Sleeping Night Care

A care assistant sleeps in a spare room and is available if needed. If your loved one wakes in distress, needs help getting to the bathroom, or faces an emergency, support is provided immediately.

Why Night Care Makes a Difference

There are many reasons families choose night care, and often it's about reassurance as much as safety. For example:

- Some conditions, such as epilepsy, can cause seizures at night. Having a trained professional present ensures immediate action is taken.
- Dementia can lead to confusion or wandering at night, which puts loved ones at risk of falls or distress.
- Frequent trips to the bathroom are common in older adults and can increase the risk of accidents. Night care reduces those risks and provides hands-on support when it matters.



“ Tiggo Care has an excellent and reliable service. The carers are extremely professional and personable. Organised services at very short notice and provided care at exact times. ”

Son of client

Condition-Led & Complex Care

Personalised Support for Complex Needs

At Tiggo Care, we provide care that is unique to each person, helping them stay safe, comfortable, and independent at home. Our care assistants can help with daily routines, mobility, and medication, while working alongside GPs, district nurses and medical specialists to ensure care is safe and effective.

Examples of Specialist Areas of Support

Catheter and Stoma Care

We know how important it is to maintain catheter and stoma hygiene to prevent infection. Our fully trained care assistants can provide personal care, record fluid intake and output, and note any changes. If concerns arise, we report them promptly to district nurses or other professionals.

PEG Care

Our fully trained team can assist with cleaning and monitoring PEG feeding sites to reduce the risk of infection. We observe feeds, record details, and liaise with district nurses or specialists when needed.

Moving & Handling Equipment

All of our carers are trained to use equipment such as hoists and standing aids for safe transfers and movements at home. This support helps your loved one feel secure and comfortable while reducing the risk of falls.



Tiggo Care provides condition-led support across a wide spectrum of medical conditions

Alzheimer’s Disease | Arthritis | Asperger’s Syndrome | Autism |
Bariatric Needs | Blindness | Brain Injury | Cancer | Cerebral Palsy
| Chronic Fatigue Syndrome | COPD | Corticobasal Syndrome
| Cystic Fibrosis | Deafness | Dementia | Diabetes | Down’s
Syndrome | Duchenne Muscular Dystrophy | Epilepsy | Frailty |
Frontotemporal Dementia | Hearing Impairment | Heart Disease
| Hip Replacement | Huntington’s Disease | Kidney Disease |
Knee Replacement | Learning Disability | Lewy Body Dementia |
Liver Disease | Long Covid | Lung Disease | Lupus | Lyme Disease
| Mental Health Conditions | Mixed Dementia | Motor Neurone
Disease | Multiple Sclerosis | Muscular Dystrophy | Parkinson’s
Disease | Physical Disabilities | Posterior Cortical Atrophy |
Rare Dementias | Rare Diseases | Rheumatoid Arthritis | Spinal
Injury | Spinal Muscular Atrophy | Stroke | Trigeminal Neuralgia |
Vascular Dementia | Visual Impairment | Young Onset Dementia

End-of-Life Care

Living Out Life with Love, Care, and Comfort

If your loved one has a life-limiting condition and wishes to spend their final days, weeks, or months at home, Tiggo Care can provide the sensitive support you need. We'll ensure they remain surrounded by familiar belongings, treasured memories, and the people who matter most.

Compassionate and Sensitive Support

Our specially trained care assistants provide unobtrusive support that balances dignity with practicality. They help with personal care, comfort, and daily routines, while also offering companionship, reassurance, and a listening ear.

We work closely with community palliative care teams, local hospices, and multidisciplinary professionals, so care is consistent and coordinated. Most importantly, we adapt our service to what your loved one wants — whether that's peace, conversation, or moments of joy doing something they love.



What to Expect with Tiggo Care's End-of-Life Service



Continuity of Care

We'll assign a small, dedicated team of care assistants who get to know your loved one's routines and wishes, building trust and reassurance.



Stay at Home

With Tiggo Care, your loved one can remain in their own home — safe, calm, and comfortable, surrounded by the people and things they hold dear with no restrictions on visitors.



Round-the-Clock Care

As conditions change, our team responds sensitively and quickly, ensuring emergencies are handled and families are kept informed.

“ My parents and I have used Tiggo Care for a number of years and we have always found the carers to be caring, friendly, and professional. I am extremely pleased with their standard of care and have every expectation of retaining their services in the years to come. The management team is exemplary and I would strongly recommend engaging Tiggo Care in the event that you or a loved one require personal care. ”

Son of client

Respite Care & Post-Hospital Support

Respite Care – A Break When You Need It Most

Respite care gives you time to rest and recharge, knowing your loved one is safe. Our care assistants follow routines and preferences so that support is reliable and consistent. Whether you need time away for a holiday, work, or illness, we design a package that suits your needs.

Care from the Comfort of Home

Your loved one stays in familiar surroundings with routines intact, reducing stress and keeping them safe.

Flexible and Tailored

Our respite care is easy to arrange, with a care plan tailored to your needs. We create a package that works for you.

Emergency Cover

If you fall ill, have an accident, or need to travel urgently, we can carry out a risk assessment and arrange care within 24 hours.

“ The initial assessment was great as it really put my dad at ease and the carer that was chosen was excellent. She was kind, helpful, thoughtful and caring. My dad was happy with the level of care and this was important to us. ”

Daughter of client

Post-Hospital Support – Recover at Home Safely

Our post-hospital support helps you come home safely and focus on recovery. We follow your doctor’s guidance, assist with daily routines, and minimise risks of complications so you can heal comfortably and at your own pace.

Hospital-to-Home Service

We collect you from the hospital, bring you home safely, and ensure you are comfortable from day one. When care is arranged ahead of time, you can prevent delays to your discharge and avoid the stress of travelling home alone.

Help with Pain and Daily Tasks

Our carers will support you with meal preparation, shopping, cleaning, and medication so you can focus on recovery.

Support with Recovery Routines

We can assist you with physiotherapy routines recommended after surgery, helping you recover safely and effectively.

Mobility and Personal Care

If mobility is difficult, we’ll be there to help with safe movement around your home.

Extra Assistance

We can collect prescriptions, assist with paperwork, and accompany you to appointments.

Other Tasks We Can Support With

At Tiggo Care, no task is too small; we’ll support you with whatever helps you feel safe and independent.

Recreational Activities

We can escort you to see friends and family, attend appointments, or enjoy outings to shops, cafés, parks, and day centres. We also support visits to dementia cafés and other community activities, always with your safety in mind.

Meal Preparation

We can prepare nutritious meals tailored to your tastes and dietary needs, working with your GP, dieticians, or speech therapists when required.

Domestic Chores

Light domestic tasks may include vacuuming, dusting, laundry, ironing, or general tidying.

Shopping

We can go with you to the shops, handle the list on your behalf, or help you place orders online. We can also assist when groceries are delivered, making sure everything is unpacked and put away.

Medication Prompting and Assistance

We will remind you about your medications, assist when needed, and collect prescriptions to keep routines on track. If requested, our trained care assistants can also help with insulin injections.

Personal Care and Hygiene

We provide discreet support with bathing, showering, applying creams, and toileting needs, including pad or bed sheet changes. We also help with dressing, shaving, grooming, make-up, and selecting clothes that match your comfort and style.



Download Our Mobile App To Stay Up To Date

Stay Connected, Wherever You Are

Through our mobile app, you can stay updated on your loved one's care in real time. Our care assistants use the app during every visit to record notes, track completed tasks, and update electronic medication charts. This information is updated instantly, so you and your family can see what has been done, when, and by whom.

Real-Time Visibility

- **Check completed tasks** — from personal care to household support.
- **View medication records** — know when medications are administered.
- **Monitor visits** — see who is scheduled, when they arrive and when they leave.

